

Job Description

Job Title	Mental Health Navigator
Service/Department	Personality Disorder Support Service
Salary	£25,000 FTE (Fixed term contract until 31/12/2024).
Hours	22.5 hours per week (3 or 4 consecutive days per week, with some evening flexibility)
Base	Maldon
Responsible to	Mental Health Support Services Lead
Accountable to	Community Services Manager

Job Summary:

The Mental Health Navigator will provide short term, practical support, information and guidance to residents living within the Mid Essex locality who have either a diagnosis or undergoing a diagnosis of Personality Disorder.

The role will require you to support those accessing the service to develop wellbeing/personal action plans in order for them to fulfil their goals and gain greater self-management of their health and wellbeing. Support will be delivered via a range of regular one to one and/or group sessions.

Key Responsibilities:

1. Manage a caseload of clients, working with them on an individual basis supporting them to access appropriate services and agencies relevant to their needs within the community.
2. Conducting an initial assessment and, in agreement with the client, setting out an action plan with clear timescales and using problem solving skills, supporting the client to achieve their goals.
3. Develop positive and supportive relationships with clients, within appropriate and clear boundaries being aware of and taking into consideration disability rights.
4. To help clients develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required.
5. To facilitate regular group sessions for clients within the community.
6. To support and interact with colleagues, sharing information and updates on services and regulations, building links within the community.
7. To ensure client notes are updated in an appropriate, timely and professional manner (within 24 hours of contact).
8. Together with the Service Lead, be responsible for ensuring that the service continually improves in line with internal recommendations and plans and external regulatory requirements.
9. To encourage and listen to the views of clients and to gain feedback on the efficiency and effectiveness of the service.
10. To work positively with multi-disciplinary team (MDT) members ensuring that relevant information is passed on to the team, especially regarding risk.
11. To be able to manage own time and workload effectively, to maintain own wellbeing.
12. To encourage client and carer involvement and contribute to service development discussions.
13. To attend and actively participate in Supervision and relevant Meetings, as necessary.

14. To attend all mandatory and essential training as per Mid & North East Essex Mind Policy.
15. To work within the ethos and policies and procedures of Mid and North East Essex Mind.
16. To assist in maintaining cleanliness, tidiness, safety and security of the environment.
17. To work effectively within the team and as part of the whole organisation.
18. Perform all other duties as may reasonably be expected of your operational line manager.

Organisational values: *Post-holders should be able to demonstrate the following:*

Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post holder will participate in regular supervisions and an annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore, the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

Person Specification

POST: Mental Health Navigator

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good standard of education. 2. Qualified to Level 3 in Health/Social Care or a relevant subject. 	<ul style="list-style-type: none"> • Mental health awareness training - Inc. Personality Disorder. • Risk assessment training. • Mental health first aid training.
Experience	<ol style="list-style-type: none"> 3. Minimum two years' experience of working in the field of mental health or other comparable field. 4. Experience of supporting those with a diagnosis of Personality Disorder. 5. Experience of effective partnership working. 6. Experience of working autonomously and managing own workload. 7. Experience of supporting and working as part of a team. 	<ul style="list-style-type: none"> • Experience of facilitating and managing groups.
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 8. Working knowledge and experience of Safeguarding Vulnerable Adults. 9. Ability to demonstrate resilience in order to cope with difficult or complex situations with clients. 10. Ability to network for the benefit of the client and service delivery. 11. Ability to communicate and retain relationships with clients, their family/friends. 12. Ability to communicate with different range of cognitive abilities e.g. learning difficulties, communication issues. 13. Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems. 14. Ability to work flexibly. 15. Understanding of and commitment to Organisation values. 	<ul style="list-style-type: none"> • Knowledge of interventions available and making appropriate referrals dependant on individual need. • Knowledge of community services and agencies. • Knowledge of Data Protection Act.
Personal Characteristics	<ol style="list-style-type: none"> 16. Empathic and compassionate. 17. Flexible, creative and responsive approach. 18. Car driver or ability to travel independently around Mid and North Essex Mind sites. 	